

INTERNAL  
COMMUNICATION FORM  
DEPARTMENT OF HUMAN SERVICES

Subject: KCC TRAINING SCHEDULE (JANUARY – JUNE 2011)

Originator: W. Ikemori (6-4971)

To: SOs, DAs

From: APERS

Date: 11/05/10

Memo No. 1

The Kapiolani Community College School of Continuing Education (KCC) has announced their training schedule for the period from **January through June 2011**. All classes are being held at the Oahu campus (Manono Building, Room 104, 4303 Diamond Head Road).

This schedule is available on the Department of Human Services Website. Please forward the attached schedule and/or circulate to the appropriate units in your Division as this schedule should be made available to **all** employees.

Registration procedures are as follows:

1. Submit a prioritized list of employees on the attached DHS 104 Form no later than **15 working days** prior to the scheduled class. Include each employee's identification number on the designated line and submit via **proper division authorization protocols**.
2. For this vendor, include a notation of "P-Card" or "Purchase Order Number" (in lieu of P-Card number) in the designated blank on the DHS -104 Form.
3. Enrollment will be confirmed on a **first-come, first-served basis**. Division Training Coordinators will be notified of approvals.
4. The following is the Kapiolani Community College refund policy:
  - a) A 100% refund is applied for participants who cancel ten (10) business days or more before the start of class.
  - b) A 50% refund is applied for participants who cancel within five (5) to nine (9) business days before the start of class.
  - c) No refunds for notices with less than five (5) days notice.
  - d) Registrations submitted within five (5) business days prior to start of class are not eligible for refunds.
5. If an employee has been approved but cannot attend, a written notification for substitution or cancellation and reason for change; must be submitted to PERS-TS.

Please note that the participant's DHS Division is responsible for additional costs, if any, related to reasonable accommodations under the Americans with Disabilities Act as amended. Persons who have requests for special needs or reasonable accommodations (e.g., sign or other language interpreter, large print materials, van accessible parking), must send requests to PERS-TS at least 10 working days prior to the event. Although each DHS office will try to fill your request, resources are limited and depend on availability. If a resource is not available, an alternative method might be used to meet your need. Persons who have special needs (e.g. sign language interpreter, large print materials) or questions regarding registration procedures, please call Pauline Chun at 586-4970/586-4959(TTY).

  
APERS

c: DIR

# OAHU

## PROFESSIONAL DEVELOPMENT

### BUSINESS WRITING

#### **ADVANCED BUSINESS WRITING**

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely.

In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style. Recommended Prerequisite: Review of English Grammar (2 meetings)

111BMST140A      Apr 18, 20      8:00-12N      \$60.00-KCC      Oa KCCmano 104

#### **REPORT WRITING**

In this workshop/seminar, employees learn to write reports that make people pay attention, cut writing time by at least one-third, and avoid the deadly monotony usually found in reports. We study style tips that add punch to every paragraph; learn objectivity in reporting; and discover how to stimulate reader understanding and action. How does a pro start the project? What planning is necessary? What goes into a memorable formal report? Recommended Prerequisite: Review of English Grammar (2 meetings)

111BMST160A      May 9, 11      8:00-12N      \$60.00-KCC      Oa KCCmano 104

#### **REVIEW OF ENGLISH GRAMMAR**

Business writers in Hawaii share unique writing problems. Many of these problems can be easily corrected by better understanding certain concepts of English grammar. In this seminar, employees will explore these problems, refresh their memories as to the grammar rules that the problems violate, and test their understanding of the concepts in business-oriented sentences. Learn simple techniques for eliminating grammatical errors.

(2 meetings)

111BMST120A      Mar 7, 9      8:00-12N      \$60.00-KCC      Oa KCCmano 104

#### **TAKING MINUTES**

Participants are introduced to practical and creative methods of taking and organizing notes by understanding the recorder's role and the importance of minutes as a report document and meeting guide. What does a recording secretary need to know about parliamentary procedure? Who gets quoted and why? Learn about parliamentary procedure, the duties of the facilitator, minute taker, and meeting participants as they apply to taking the minutes. Learn time-saving tips and procedures of professional minute recorders and feel confident that you can do the job successfully. Use the job of taking minutes to enhance your reputation and improve your meetings. (1 meeting)

112BMST172A      Jun 9      8:00-12N      \$45.00-KCC      OaKCCmano 104

#### **WRITING MEMOS & E-MAIL MESSAGES THAT WORK**

Since memoranda and e-mail are your most common form of written communication with superiors, subordinates, and employees in other locations, they must effectively communicate to save time and problems. In this seminar, we will concentrate on the various uses and misuses of these forms of communication and learn how to create memos and e-mail documents that are concise, easy to read, friendly, and easy to understand. Recommended Prerequisite: Review of English Grammar (2 meetings)

112BMST147A      Jun 13, 15      8:00-12N      \$60.00-KCC      Oa KCCmano 104

## **INTERPERSONAL COMMUNICATIONS**

### **ADDRESSING SEXUAL HARASSMENT IN THE WORKPLACE (ASH)**

Sexual harassment on the job is something we do not like to think about, yet it can and does happen. This course will help us to understand what behaviors constitute sexual harassment, what the individual and organization liabilities are and what to do should it happen at the worksite. Additional sessions may be scheduled depending on need. (1 meeting)

111BMST166A      May 5      8:00-12N      \$45.00-KCC      Oa KCCmano 104

### **CONFLICT MANAGEMENT**

Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided. (2 meetings)

111BMST200A      Apr 11, 13      8:00-12N      \$60.00-KCC      Oa KCCmano 104

### **COPING UNDER PRESSURE**

In this seminar, participants will answer these questions: How angry are you comparatively speaking? What triggers your anger? How can you control anger escalation? They will learn what anger does to them, their thinking, and their relationships and turn anger into positive accomplishments and win-win relationships. Through video, measures, and hands-on exercises we show participants how to handle angry moments to avoid escalation and develop a better work environment. (2 meetings)

111BMST115A      Mar 14, 16      8:00-12N      \$60.00-KCC      Oa KCCmano 104

### **COMMUNICATIONS AT WORK**

Discover the basic principles and practice the basic skills of good interpersonal communication. Learn how to build trusting, supportive climates and relationships, how to listen with empathy, as well as how to resolve conflicts and sell your ideas to others. (2 meetings)

111BMST145A      Apr 4, 6      8:00-12N      \$60.00-KCC      Oa KCCmano 104

### **CUSTOMER SERVICE FUNDAMENTALS**

Do you actively listen to your customers? Do you treat them the way you want to be treated? Participate in this class to discover how you can provide excellent service for each and every customer. Communication skills in active listening and speaking are covered for both in-person and over the telephone situations. Learn how to immediately establish rapport with your customers, how to resolve conflicts effectively, and how to ensure your customers are fully listened to and supported each and every time. (2 meetings)

112BMST130A      Jun 6, 8      8:00-12N      \$60.00-KCC      Oa KCCmano 104

### **DEALING WITH DIFFICULT PEOPLE**

Difficult people can be your biggest challenge to success on the job. The clue to working with these people is to understand them. This class will discuss different "problem types" and how to skillfully approach them to achieve results. (2 meetings)

111BMST165A      Apr 19, 21      8:00-12N      \$60.00-KCC      Oa KCCmano 104

## **TELEPHONE SKILLS**

Leave your caller feeling good about your department! Develop telephone skills to provide customer satisfaction, project departmental image, and develop your professionalism. Topics include communication styles, telephone usage, listening skills, effective speech, barriers to communication, and conflict.

(1 meeting)

111BMST219A      May 19      8:00-12N      \$45.00-KCC      Oa KCCmano 104

## **SUPERVISORY/MANAGEMENT**

### **COACHING & MENTORING**

As a manager, you face a tough personal adjustment when you move up in the organization. It involves coaching and developing your subordinates to increase their productivity and learning how to motivate them to continue to do outstanding work. Topics will include: asking questions, listening for understanding, sharing knowledge and experience, giving positive feedback, giving improvement feedback, giving praise and encouragement. (2 meetings)

111BMST106A      Mar 28, 30      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **EFFECTIVE MEETINGS**

Are your meetings cost effective? What should a meeting planner know and do? How can the meeting leader's actions break or make the meeting? How often should we meet? How can you ensure that people come, participate, and contribute? Learn to write an effective agenda. Control problem participants. Encourage creativity and cooperation. Make your meetings whether with 500 or 5 participants pay for themselves.

(2 meetings)

112BMST170A      Jun 14, 16      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **EDITING FOR MANAGERS**

Even good writers need to edit since no one can pay attention to surface correctness while thinking of ideas. Most professional writers repeat the same few errors. In this seminar we will learn a variety of proven editing techniques, practice three organizational plans for writing anything, and eradicate some common writing problems. We will concentrate on developing a personal style to make writing more interesting and more effective. (2 meetings)

111BMST180A      Apr 12, 14      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **NEGOTIATION SKILLS**

Improve your professionalism with expert negotiation skills. Learn effective win-win strategies and techniques for successful negotiation. Learn to identify your own negotiating strengths and weaknesses and develop usable tools for positive negotiation. (2 meetings)

111BMST218A      May 2, 4      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **POWER UP YOUR PERSUASIVE PRESENTATION SKILLS**

Close your eyes and imagine yourself in front of your boss or a group of clients in a crowded room. You are about to begin speaking. Do you feel calm, collected, and confident? If not, join the majority of people who have made fear of speaking the number one fear in business. Join the minority who are doing something about it. You don't need to be an expert sales person, a comedian, an entertainer, or a genius to make a powerful persuasive presentation to superiors or clients. All you need is to know your goal, and learn and practice a few simple, time-proven persuasive skills to achieve your goal. You will learn to actually enjoy your task by changing the focus of your mission. (2 meetings)

111BMST205A      Apr 5, 7      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **STRESS MANAGEMENT**

Work stress is the number one villain in destroying an otherwise successful career or home. With this course, you will learn to overcome the fear of failure, keep enthusiasm when you hit a setback, to breakthrough self-imposed limitations, deal with conflict in the office and in the home and to rejuvenate your body and mind.

(2 meetings)

111BMST217A      May 16, 18      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **SUPERVISING THE DIVERSE WORKPLACE**

For the first time in US history, four generations are in the workplace. As more Americans are extending their careers companies are learning how to manage generational conflicts. This workshop will explore each generation, define key ways to motivate, and explore effective strategies for cross-generational communication, leadership, and conflict management. (2 meetings)

111BMST105A      Apr 26, 28      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **TEAMBUILDING/ TEAMWORK**

A cohesive team can consistently outperform a collection of talented individuals. Participants will be shown how to align personal and organizational goals, find and build on employee strengths, and promote and maintain commitment from team members. (2 meetings)

111BMST100A      Mar 1, 3      8:00-12N      \$60.00-KCC      OaKCCmano 104

### **TIME MANAGEMENT**

Handling Multiple Priorities with effectiveness and ease is challenging. We all need support to be our best. This workshop provides the information, tools and support for you to manage your energy, time and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management to multi-task with ease. (2 meetings)

111BMST211A      Apr 25, 27      8:00-12N      \$60.00-KCC      Oa KCCmano 104

